

### What They Do

Documentation Coordinators maintain a biotechnology firm's master filing system, most of which is stored electronically. Documents required during a product's development and manufacturing phases are varied and many, and include standard operation procedures, federal approval applications, grants, compliance forms, and other materials important to the company's functioning. These workers create, distribute, and audit all documentation materials to make sure they are current and accurate. Coordinators also make certain these documents are available to appropriate personnel or outside entities when requested.

Documentation Coordinators scan and store important documents in electronic files, convert documents to editable format, reformat documents to comply with guidelines, and archive company records. They also may make labels and key enter data into databases or documents.

Important skills, knowledge, and abilities include:

- ▶ Reading Comprehension – Ability to understand written sentences and paragraphs in work related documents.
- ▶ Oral Expression – Ability to communicate information and ideas in speaking so others will understand.
- ▶ Clerical – Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- ▶ Customer and Personal Service – Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- ▶ Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

### Training/Requirements

- ▶ High school diploma or associate degree.
- ▶ Up to two years of experience in documentation, quality control or quality assurance.

## Documentation Coordinators

### What's the California Job Outlook?

The figures below are drawn from surveys across all industries and represent the broad occupational group, General Office Clerks, which includes Documentation Coordinators.

Standard Occupational Classification	Estimated Number of Workers 2002	Estimated Number of Workers 2012	Average Annual Openings	2005 Wage Range (per hour)
<b>Office Clerks, General</b>				
43-9061	400,300	446,500	13,490	\$9.41 to \$15.86

*These figures do not include self-employment.*

*Average annual openings include new jobs plus openings due to separations.*

Source: [www.labormarketinfo.edd.ca.gov](http://www.labormarketinfo.edd.ca.gov), Employment Projections by Occupation and OES Employment & Wages by Occupation, Labor Market Information Division, Employment Development Department.

### Additional Sources of Information

International Association of Administrative Professionals  
816-891-6600  
[www.iaap-hq.org](http://www.iaap-hq.org)

Occupational Information Network (O\*NET)  
<http://online.onetcenter.org>